



Customer Source

OFFICE OF IT SCHEDULE PROGRAMS

4TH QUARTER, FY12

IT Schedule 70 Solutions

We are more than just Products and Services, we offer Solutions, too!



IT Schedule 70 assists customer agencies in making informed decisions when evaluating, purchasing, and implementing technology solutions.

IT Schedule 70 provides customers with direct ordering, direct bill and delivery of millions of innovative, high-quality commercial technologies, services and solutions at discounted pricing. IT Schedule 70 offers customers an array of valuable benefits that streamline the acquisition process, save time and resources. We offer a comprehensive set of pre-negotiated contracts with vetted terms and conditions along with a suite of eTools to research and develop your acquisition strategy. We are available to review agencies' SOWs and provide technical and/or acquisition guidance to assist you in acquiring the solutions that best meet your IT needs.

IT Schedule 70 has over 5,000 reputable industry partners available to fulfill customer requirements. Competition is enhanced through the number of

sources which ensures that agencies can achieve competitive pricing and increase savings. Agencies may use IT Schedule 70 to meet their socioeconomic goals and set-aside procurements for small businesses using IT Schedule 70. To date, 85% of our industry partners are small businesses!

Using the Schedule's streamlined procurement process, federal, state and local customer agencies are able to quickly procure from our vast selection of IT solutions. Below are a few of the relevant IT solutions on Schedule 70 that meet the most current IT requirements.



Cybersecurity



Cloud IT Services



Data Center Consolidation



Wireless Services



HSPD-12 Products & Services

For more information on our offerings, please visit <http://www.gsa.gov/schedule70> or contact 877-446-4870.

GSA Rolls out Cloud email Services to Government

Cloud-based email services are now available to government agencies through a new package of 20 blanket purchase agreements (BPAs). As a result, federal, state, local and tribal governments can access a variety of cloud-based email services. For more information and a complete listing of cloud service providers, please read the [press release from GSA](#) and an [article from AOL](#).



"Any sufficiently advanced technology is indistinguishable from magic.." ~ Arthur C. Clark

IT Schedule 70 Achieves Great Strides in Training!

We learned through our outreach efforts that our customers are continuously looking for ways to streamline their acquisition processes, enhance efficiency and affect savings to the Federal taxpayer all while ensuring they maintain a knowledgeable contracting workforce.

We listened and developed our training objectives to ensure our customers are knowledgeable of IT Schedule 70, and are able to utilize our contracts to meet their mission. In FY12, we trained hundreds of customers via webinars and onsite acquisition training. Our training events for contracting professionals included participants from various federal, state and local government agencies. Because of our efforts, customers are finding IT Schedule 70 training an excellent no-cost training resource.

Training the State Dept. in Arlington, VA:

IT Schedule 70 training and information exchange

In the third quarter FY12, IT Schedule 70 professionals, Tanika Jenkins and Dan Baskin, developed training tailored for, and provided to, contracting professionals at the U.S. Department of State. The training provided an overview of the benefits of using IT Schedule 70 and the Schedule's available offerings and solutions. During the training session, the State Department contracting professionals engaged with IT Schedule 70 contracting officers who answered questions related to FAR updates including the recent FAR Interim ruling allowing the use of set-asides in Schedules.

Customer comments on our training events:

Sandy Branch, Department of State, Office of Acquisitions, Business Operations Division stated, *"Tanika, many thanks to you and the rest of the GSA IT team that visited the Department of State, Office of Acquisitions yesterday to present an overview of the Multiple Award Schedule 70. The session was very informative and well received. The attendees really enjoyed the discussion and visiting with GSA program managers. I hope that we can continue to offer sessions and make this an annual event."*

Mohamed Abdelghany, Acquisition Manager at the U.S. Army's Fort Belvoir Community Hospital (FBCH) provided a similar assessment of the IT Schedule 70 training. Mohamed stated, *"On behalf of IMD department, we would like to extend our gratitude and thank you all for coming to FBCH and for taking the time to share with us your knowledge and skills on GSA's eTools and their search capabilities. Your training was outstanding and we really appreciated it."*

IT Schedule 70 would like to thank both Sandy and Mohamed for their support and for taking the time to provide feedback. We look forward to our continued engagement with both of them.

As you prepare your agency's training schedule for FY13, please be sure to consider IT Schedule 70's **no-cost training**. If your team is geographically dispersed, we can present virtual web-based training sessions for them. We look forward to being a part of your training and development in FY13!

Sign Up for IT Schedule 70 News and Information

Want to ensure you're aware of the latest and greatest IT Schedule 70 information, including receiving future subscriptions of this newsletter?. It's easy! Just log-on to our homepage at <http://www.gsa.gov>, and enter your email address in the field next to the green icon as shown below. Readers will then click on IT Schedule 70 and begin receiving up-to-the minute IT Schedule 70 information. Go to <http://www.gsa.gov>.

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"Success seems to be connected with action. Successful people keep moving." ~ Conrad Hilton

Employee Highlights



Damon Q. McClure

We would like to recognize Mr. Damon Q. McClure for his leadership and acquisition expertise and excellence while performing as Deputy Director, Center for IT Schedule Operations, IT Schedule 70. Through the support of contract officers and contract specialists that he manages across three regional offices, he ensures IT Schedule 70 contracts are awarded timely and customers have access to a wide variety of IT products and solutions to fulfill their IT requirements at fair and reasonable pricing.

Mr. McClure has a Bachelor's and a MBA He is also a member of the National Contract Management Association (NCMA) and has over 17 years of Federal Contracting experience.



Patricia T. Waddell

We would also like to recognize Ms. Patricia Waddell for her leadership, expertise, and commitment to excellence while performing as the Deputy Director of IT Schedule Programs, IT Schedule 70. Ms. Waddell oversees all business development and analysis efforts for IT Schedule 70 including strategic planning and execution, marketing, customer loyalty and satisfaction efforts, and customer and vendor care and engagement.

Pricing on IT Schedule 70 May Be Negotiable

Did you know that industry partners may provide discounts off of their GSA rates to ordering activities? The pricing identified on the industry partner's IT Schedule 70 pricelist is the ceiling pricing offered to customer agencies; discounted prices may be offered to the ordering activity as part of the negotiation process. In accordance with clause 552.238-75, Price Reductions (May 2004) (Alternate I-May2003) 438.273(b)(2) of the IT

Schedule 70 Solicitation, it may be possible to obtain an even lower price on products and services offered via IT Schedule 70. In an effort to save taxpayers' dollars, agencies are authorized and encouraged to negotiate directly with industry partners to obtain further pricing discounts. For more information you can review the Solicitation on our [website](#) or contact us with additional questions or concerns.

Department of Army Wins with Schedule 70!



"We needed a fast contracting mechanism to get a sole source supplier for a very urgent task. We looked at the GSA schedule after having it mentioned to us by another agency. As we began to research the GSA approach, we noticed our supplier was indeed a GSA contract holder and the rates, which were already set by GSA, were better than we anticipated. We made the decision to move forward with a GSA order. We were able to get valuable information from the IT Schedule 70 support staff at GSA which was particularly important as we had no prior knowledge of how the system worked. In less than a month, we were successfully able to get the supplier on contract for exceptional, pre-negotiated rates and within our management's deadline. Thanks to all the support staff over at GSA! We will definitely use it again when the opportunity presents itself!"

Systems Engineer, Department of the Army



"If net neutrality goes away, it will fundamentally change everything about the Internet." ~ James Hilton

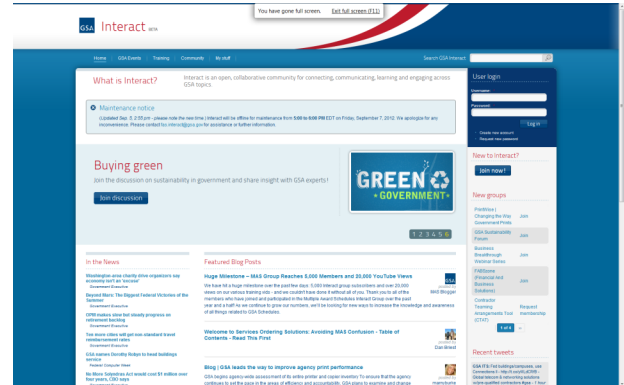
GSA Interact - Join Us Today!

Website: <http://interact.gsa.gov>

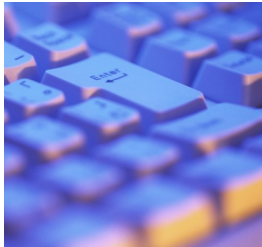
Interact is an open, collaborative social networking community for connecting, communicating, learning and engaging subject matter experts across GSA.

Customers in federal, state and local governments are encouraged to join this site to easily view upcoming training, leadership blogs, join discussions, groups and participate in polls pertinent to your specific needs. Communities contained with Interact include, the GSA Sustainability Forum, State and Local, Multiple Award Schedules, Computers for Learning, Small Business Solutions, just to name a few.

By joining Interact, you can engage with GSA's subject matter experts and other professionals from agencies across federal and state and local governments' right from your computer. It is just another innovative way GSA has created to connect customers and stakeholders. [Try Interact Today!](#)



Useful eTools



Did you know that GSA has online resources to help you with placing orders, getting quotes, researching products and services, finding Energy Star compliant products, and much more? Our online resources are available 24

hours a day, 7 days a week.

Each resource provides helpful information to streamline your procurement processes, reduce your purchasing time, and connect you with qualified IT industry partners that can fulfill your IT requirements. Federal, state, and local agencies are eligible to use GSA's eTools.

We hope these online resources will help facilitate your IT procurement processes.

- **GSA Advantage!** - GSA's online shopping and ordering system for access to thousands of industry partners and millions of products and services.

www.gsaadvantage.gov

- **GSA eBuy** - eBuy is designed to facilitate the request for submission of quotations for commercial products and services.

www.ebuy.gsa.gov

- **GSA eLibrary** - eLibrary is the online source for the latest contract award information.

www.gsaelibrary.gsa.gov

- **GSA Carbon Footprint Tool** - assists agencies in managing their Greenhouse Gas Emissions as required by Executive Order 13514 and recent energy laws.

www.carbonfootprint.gsa.gov



"The best way to predict the future is to invent it." ~ Alan Kay

State and Local Government Customers

Multiple authorized programs allow state and local governments the eligibility to use IT Schedule 70 for select purchases, saving taxpayers money.

The programs that allow state and local government to use GSA Schedules for select purchases are listed below:

- [Cooperative Purchasing](#) – Supplies and services can be purchased directly from two Schedules. Schedule 70 to purchase Information Technology supplies and services, and Schedule 84 to purchase supplies and services related to any aspect of law enforcement, security, facility management systems, fire, rescue, special purpose clothing, marine craft, and emergency/disaster response.
- [Disaster Recovery Purchasing](#) – Supplies and services can be purchased directly from any Multiple Award Schedule contractor to aid recovery from Presidentially-declared disasters or acts of terrorism.



For additional information and a list of FAQs visit <http://www.gsa.gov/portal/content/202313>

Focusing on State and Local

In a 2011 interview with Washington Technology Magazine, IT Schedule 70 Deputy Director for the Center for IT Schedule Business Programs, Patricia Waddell, states. *"We've enhanced our efforts to educate state and local government agencies on how to leverage their buying power by using Schedule 70 to fulfill their IT requirements. We've received requests from state and local government agencies to speak at their events, and our efforts have paid off."*

Since 2002, state and local governments, as well as tribal organizations and educational institutions, have been allowed to purchase products and services from GSA's IT Schedule 70 through the Cooperative Purchasing program. For more info on the Cooperative Purchasing Program, please visit <http://gsa.gov/cooperativepurchasing>.

The Big Apple Takes a Bite out of Schedule 70

In the Summer of 2011, as part of the property tax cap legislation passed by the New York State Legislature, a legal restriction that prevented New York State school districts from purchasing information and telecommunication technology through the GSA's Federal Supply program was lifted, unlocking the door for millions of dollars in savings for local taxpayers. Districts can now pool together and leverage lower prices utilizing the Federal Supply program. New York State can now join other States and municipalities in benefitting from large savings in the field of information technology through IT Schedule 70.

The E-Government Act, which passed the U.S. Congress in 2002, authorized states, municipalities, and local school districts to engage in a process called Cooperative Purchasing, which allows for the Administrator of General Services to provide access to certain items offered through the GSA's Federal Supply IT Schedule 70. By making purchases through IT Schedule 70, state and local units of government can receive the same cost savings and streamlined purchasing processes as Federal agencies. For local school districts, this means easier and more affordable access to critical education tools like IT wireless equipment, software licenses, professional IT services, and classroom trainings.



"Drive thy business or it will drive thee" ~ Benjamin Franklin



Free, Self-Paced Online Courses.

GSA, the Federal Acquisition Institute and Defense Acquisition University have teamed up to provide a wide variety of training opportunities for federal and military acquisition professionals. And these courses take place as close as your desktop! Our offering of webinars designed for self-paced learning continues to grow because we seek out ways to bring the acquisition, contracting and supply training you need directly to you. This free training is available 24 hours a day, seven days a week - and you can earn Continuous Learning Points (CLPs). It's training you need made convenient.

Register today at <http://www.gsa.gov/portal/category/100619>

Value Add:

- Tap into leading expertise and reap the benefits of learning current, first-hand information,
- Get the latest acquisition news on ever-changing contracting regulations,
- Gain advanced industry knowledge through guided instruction filled with in-depth details, and
- Learn how to take control of all your acquisition and contracting needs to assure your agency's success.

GSA training classes include:

- FAC 023 - Basic Contracting for GSA Schedules
- FAC 024 - GSA Global Supply™
- FAC 027 - GSA Schedules and Small Business
- FAC 028 - GSA Schedules and Sustainable Acquisition
- FAC 029 - GSA Schedules vs. Open Market
- FAC 036 - GSA Schedules BPAs and CTAs
- FAC 037 - GSA Schedules eBuy
- FAC 038 - Awarding Multiple Award Schedules
- FAC 039 - GSA GWACs
- The list of online GSA training classes expands continually. You can view the most current course descriptions and register at www.gsa.gov/masnews.

GSA is here to help! If you have questions, please email us at gsaschedules@gsa.gov.



"Wise men make more opportunities than they find." ~ Francis Bacon



**One Country.
One Mission.
One Source.**

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Customer Spotlight



If you would like to be featured in the next Customer Source Newsletter and share your positive experiences with using IT Schedule 70 or engaging with IT Schedule 70 professionals, please contact us via email at it.center@gsa.gov.

What Matters to You?

Feedback

We value your feedback on this newsletter and input into subsequent issues. If you would like to comment on this newsletter, please send your feedback to it.center@gsa.gov. Additionally, if there are topics you would like to see included in subsequent newsletters, please contact Angela D. Jones via email at angelad.jones@gsa.gov or via telephone at (703) 605-2896.

Webinars



One of our goals is to ensure our federal, state and local customer agencies are educated on, and know how to effectively use IT Schedule 70 to acquire IT products, services, and solutions. In support of our efforts to educate our customers and to become more "green" by reducing our environmental footprint, IT

Schedule 70 associates offer virtual web-based training sessions.

Virtual training reduces the impact on the environment while allowing all stakeholders to be fiscally responsible in support of the American taxpayer. If you have topics you would like us to present virtually, please contact Tamika Coleman, (703) 605-3672, or via email, tamika.coleman@gsa.gov.

National Customer Helpline



In an effort to provide customers with outstanding customer assistance, we have implemented an IT Schedule 70 Helpline. Calls are filtered through a three-tier system in which each caller's needs are specifically addressed by subject matter experts (SMEs). The Helpline is available Monday through Friday, 8:00am to 5:00pm EST at (877) 446-4870.